

# **Rehabilitation Supervisor**

## **Department of Rehabilitation**

### **Training and Experience Evaluation**

The California civil service selection system is merit-based and eligibility for appointment is established through a formal examination process. The Department of Rehabilitation, Rehabilitation Supervisor examination consists of a training and experience evaluation used to evaluate your education, training and experience.

This training and experience evaluation is a scored component accounting for 100% of your rating in this examination. It is important to complete the questionnaire carefully and accurately. Your responses are subject to verification before appointment to a position.

#### **Section 1: Task-based Questions**

##### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

##### **Years of experience**

I have performed this task for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

##### **Level at which the task was performed**

- Supervised others on task
- Performed task as a lead or trained others on task
- Worked independently on task
- Worked under direction on or assisted others with task
- Not performed

1. Overseeing the day-to-day operations of departmental district/branch office including coverage and clerical/counselor concerns.
2. Providing direct supervision and training to Senior Vocational Rehabilitation Counselors on medical, psychological, community, or regulatory matters.
3. Training and leading Rehabilitation Counselors on consumer issues, regulations, case documentation, and procurement projects and issues.
4. Recruiting, interviewing, and hiring new staff to ensure effective work performance and staffing standards.
5. Providing feedback to management regarding staff (e.g., counselors, trainees, interns) work performance for performance evaluations and individual development plans to maintain proper documentation and effective work performance standards.
6. Developing performance evaluations and individual development plans for staff (e.g., counselors, trainees, interns) to maintain proper documentation and effective work performance standards.
7. Monitoring work production (e.g., consumer referrals, intakes, eligibility, Individualized Plan for Employment (IPE), closures) to ensure compliance with Rehabilitation Services Administration Performance Standards and Indicators.
8. Implementing and monitoring contract agreements and services, Memoranda of Understanding (MOUs), and expenditures for the provision of consumer services.
9. Reviewing and analyzing Department of Rehabilitation statistical information regarding staff, unit, and district performance to meet Rehabilitation Services Administration (RSA) Performance Standards and Indicators.
10. Evaluating demographic trends and consumer characteristics to ensure the provision of services to unserved and underserved populations.
11. Reviewing and approving Individual Service Provider (ISP) applications for certification to provide rehabilitation services to consumers.
12. Providing support and guidance interpreting regulations and departmental procedures to Rehabilitation Counselors.
13. Discussing case findings with Rehabilitation Counselors to understand consumer disabilities and determine appropriate vocational goals.
14. Discussing issues with Rehabilitation Counselors regarding rehabilitation services, caseload reports, Social Security (i.e., SSI/SSDI) and Medical Benefits reports.
15. Discussing and clarifying issues with consumers regarding rehabilitation services and regulations within the framework of the Informed Choice process.

16. Reviewing and approving Rehabilitation Counselors consumer casework for quality assurance and compliance standards.
17. Reviewing Rehabilitation Counselor caseloads to ensure compliance with procurement and caseload documentation requirements, the California Code of Regulations, departmental case recording standards, and Rehabilitation directives.
18. Reviewing and approving case services (e.g., tuition, transportation, clothing) for consumers once authorization has been completed by Rehabilitation Counselors.
19. Approving required Individualized Plans for Employment (IPE), annual reviews, and closures to ensure compliance with the California Code of Regulations (CCR).
20. Reviewing services and discussing program issues (e.g., delivery of services and need for new services and programs) in collaboration with stakeholders.
21. Managing case service fiscal expenditures to efficiently utilize resources, such as comparable benefits, financial need, and contracts and to comply with State and federal regulations and contract provisions.
22. Conducting Department of Rehabilitation program presentations to public and private service groups for community outreach and to promote the employment of individuals with disabilities.
23. Participating in district management meetings while representing the unit's interests as they relate to efficient and effective operations and performance.
24. Consulting with District Administrators regarding operational needs of the District to enhance communications and to promote the mission and goals of the Department of Rehabilitation.
25. Establishing and maintaining community liaisons for new referrals/applicants, resources, comparable benefits, and services to increase employment outcomes.
26. Providing training to community partners on Department of Rehabilitation programs/services, the Americans with Disabilities Act, and disability awareness and sensitivity (e.g., Windmills, Person First training).
27. Collaborating with community partners to facilitate the development of rehabilitation programs and procedures.

## **Section 2: Knowledge and Abilities**

### **Instructions:**

Using the rating scale(s) provided below, you will rate your experience in accordance to specific job-related knowledge or abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or volunteer.

**Years of experience**

I have applied this knowledge or ability for:

- More than 5 years
- More than 3 years and up to 5 years
- More than 1 year and up to 3 years
- More than 6 months and up to 1 year
- 0 to 6 months

28. Knowledge of the principles, practices, and theories of rehabilitation and career/vocational counseling techniques.
29. Knowledge of the California Code of Regulations (CCR), Code of Federal Regulations (CFR), and Rehabilitation Administrative Manual (RAM) relating to vocational rehabilitation services.
30. Knowledge of the Americans with Disabilities Act (ADA) and relationship to departmental mission and goals.
31. Knowledge of the Rehabilitation Act (e.g., Department of Rehabilitation funding, section 504) as it relates to accessibility and employment rights for individuals with disabilities.
32. Knowledge of the Individuals with Disabilities Education Act (IDEA) and its role in special education, transition services, and referral to the Department of Rehabilitation.
33. Knowledge of the Workforce Investment Act in partnership with Employment Development Department and other stakeholders for employment services and economic development.
34. Knowledge of Rehabilitation Services Administration as it relates to the Department of Rehabilitation.
35. Knowledge of the requirements of implementing, monitoring, and evaluating vocational rehabilitation services.
36. Knowledge of physical, mental, cognitive, and sensory disabilities and their potential impact on employment and job performance.

37. Knowledge of assistive technology and resources to accommodate individuals with physical, mental, cognitive, and sensory disabilities and reduce barriers to employment.
38. Knowledge of consumer caseload management practices to provide appropriate and timely rehabilitation services.
39. Knowledge of personnel policies and practices (e.g., recruitment, hiring, Reasonable Accommodation, sexual harassment) to foster a productive and harmonious work environment.
40. Knowledge of the Equal Employment Opportunity Act and practices to ensure fair treatment of applicants and employees.
41. Knowledge of labor market resources and employment trends for guidance in the development of Individualized Plans for Employment and/or recommendations of training programs.
42. Knowledge of occupational placement techniques and practices to increase employment outcomes.
43. Knowledge of budget management techniques and practices to maximize resources.
44. Ability to direct and evaluate the work of others to meet Rehabilitation Services Administration Performance Standards and Indicators.
45. Ability to use personal computers and associated software (e.g., Microsoft Office) to accomplish work assignments.